

CLAIM AMENDMENTS

IN THE CLAIMS

This listing of the claims will replace all prior versions, and listing, of claims in the application or previous response to office action:

1-11. (Cancelled)

12. (Currently amended) A computer readable medium embodying a program of instructions, the program of instructions implementing a method for guiding a user through ~~one or more nodes of~~ a transaction, the program of instructions operable to:

~~receive a user request for a desired transaction;~~

select ~~a~~ an initial user interface (U/I) ~~model likely to effect completion of a next stage of the requested transaction~~ in response to establishment of a communication connection with the user;

prompt the user, in accordance with the ~~selected~~ initial U/I ~~model, through the next stage of the requested~~ to select a transaction; ~~and~~

monitor at least one aspect of a user response to the prompt; and

based at least in part on the transaction selected and the monitored aspect, select a next U/I

~~repeat the select and prompt operations for each stage required by the requested transaction.~~

13. (Currently amended) The computer readable medium of Claim 12, ~~further comprising wherein~~ the program of instructions is operable to select ~~an~~ the initial U/I model based on at least one characteristic of ~~a~~ the communication connection ~~with the user.~~

14. (Currently amended) The computer readable medium of Claim ~~12~~ 13, ~~further comprising the program of instructions operable to select the U/I model likely to effect completion of the next stage of the requested transaction from a library of U/I models~~ wherein the at least one communication connection characteristic is selected from the group of characteristics consisting of the user's telephone number, the user's

IP address, the user's geographic location, the time of day at which the communication connection is established, and the telephone number called by the user.

15. (Currently amended) The computer readable medium of Claim 12, ~~further comprising the program of instructions operable to modify a U/I model based on~~ **wherein said** one or more aspects of completing the requested transaction **are selected from the group of aspects consisting of whether the response is provided via voice or touch tone, amount of time elapsed between the prompt and the response, an inflection of the user's voice.**

16. (Original) The computer readable medium of Claim 12, further comprising the program of instructions operable to summarize information gathered through at least one stage of the requested transaction.

17. (Original) The computer readable medium of Claim 12, further comprising the program of instructions operable to suggest benefits to the user of user compliance with the instructions directed to completing a stage of the requested transaction.

18. (Original) The computer readable medium of Claim 12, further comprising the program of instructions operable to gather information required to complete the requested transaction from a communication connection with the user.

19. (Original) The computer readable medium of Claim 12, further comprising the program of instructions operable to adapt the selected U/I model to conform with at least one identified aspect of the requested transaction.

20. (Original) The computer readable medium of Claim 12, further comprising the program of instructions operable to summarize and present for user confirmation, information collected through one or more stages of the requested transaction.

21. (New) The computer readable medium of Claim 12, wherein the program of instructions are further operable to repeat the prompt, monitor, and select steps iteratively.

22. **(New)** A computer readable medium embodying a program of instructions implementing a transaction assisting module, the program of instructions operable to prompt a user to make a transaction selection, monitor one or more aspects of a response to the prompt, select a next user interface based at least in part on the monitored aspects of the response, and repeat the prompt, monitor, and select steps iteratively for each of a plurality of stages of the transaction.

23. **(New)** A method comprising:

responsive to detecting a communication connection with a user, selecting, based on a parameter associated with the communication connection, an initial user interface, presenting the selected user interface to the user, and prompting the user for an initial selection; and

responsive to receiving the initial selection, selecting, based on a responsiveness parameter associated with the initial selection, a next user interface.

24. **(New)** The method of claim 23, wherein the parameter associated with the communication connection is selected from a group of parameters consisting of the user's telephone number, the user's IP address, the user's geographic location, the time of day at which the communication connection is established, and the telephone number called by the user.

25. **(New)** The method of claim 23, wherein the responsiveness parameter is selected from a group of responsiveness parameters consisting of whether the response is provided via voice or touch tone, the amount of time elapsed between the prompt and the response, and an inflection of the user's voice.